



## **JOB DESCRIPTION**

### **PROGRAM MANAGER**

**TITLE:** Program Manager  
**REPORTS TO:** Program Director  
**PROGRAM:** Programs

**EXEMPTION STATUS:** Exempt  
**LOCATION:** Morningside  
**PREPARED:** February  
2025

#### **JOB SUMMARY:**

The Program Manager will support the planning, implementation, and evaluation of programs aimed at supporting individuals and families in need. This role involves managing resources, ensuring effective service delivery, and fostering collaboration with internal teams and community partners. The Program Manager will supervise MSW and BSW-level interns, track program outcomes, and ensure compliance with organizational goals and regulations in conjunction with the Program Director. The ideal candidate will demonstrate strong leadership, organizational, and communication skills while maintaining a commitment to achieving the mission and goals of the organization. This is an Exempt, Full-Time position on site. Responsibilities include, but are not limited to the following:

**Salary:** \$75,000 – \$85,000

**Benefits:** Full benefits for individual, PTO, BTO, VTO and 11 paid Holidays

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

##### **Program Implementation & Supervisory Responsibilities:**

- Support the implementation of Thomas House programs focused on providing effective case management, housing stability, life skills, and comprehensive support services to families.
- Collaborate with the Program Director/Executive Director to oversee and mentor case management staff, ensuring the highest standards of service.
- Directly supervise and provide training to MSW and BSW-level interns, fostering their professional development and integration into the team.
- Review individualized service plans and budgets completed by MSW and BSW-level interns for training and quality assurance processes.
- Develop, manage, and oversee individualized financial plans and budgets for each family.
- Assist Program Director with training needs to effectively support families and achieve program goals.
- Assists Program Director in the completion of CalAIM billing documentation for Community Support Services.
- Assist with the implementation of program schedules and ensure adequate staffing for all shelter shifts and activities.
- Coordinate and schedule weekly parenting and life skills classes for residents and graduates.
- Serve as after-hours support for program needs.

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- Demonstrate an open, positive, and collaborative presentation that aligns with Thomas House's mission and core values.
- Manage phone inquiries, monitor and respond to emails, and ensure timely communication through email correspondence.
- Coordinate and organize activities for residents and graduates, both on-site and off-site, in collaboration with other staff members.

### **Case Management**

- Demonstrate excellent written and verbal communication skills to effectively interact with families, staff, and external service providers.
- Develop and monitor tailored service delivery plans for each family, ensuring individualized and holistic support.
- Develop, manage, and oversee individualized financial plans and budgets for each family.
- accurately record data for HUD, ESG grants, and HMIS, ensuring compliance with all regulatory and funding requirements. complete annual Recertifications.
- Lead the creation and implementation of personalized case management plans for each family assigned to caseload.
- Manage a reduced caseload of resident and graduate families, conducting regular case management meetings to assess progress, provide support, and adjust plans as needed.
- Maintain accurate and up-to-date case notes for each family on a weekly basis.
- Complete and update monthly service logs, ensuring documentation meets all program standards.
- Ensure that families adhere to program guidelines, closely monitoring their progress, and maintaining accurate records of compliance and milestones.
- Facilitate access to essential resources for families, including childcare, counseling, legal assistance, and mentorship opportunities for children, helping to address diverse family needs.
- Coordinate with the Operations Manager to conduct apartment night checks, ensuring that families are adhering to shelter guidelines and maintaining a safe, supportive environment.
- Work in close partnership with Case Managers, Youth Development Coordinator, and Operations Manager to provide comprehensive service delivery.
- Assist residents and graduates in completing applications for AFDC, medical services, and other necessary social services, providing guidance throughout the process.
- Conduct initial phone screenings and in-person interviews for prospective new families.
- Facilitate the Family Intake Process and Exit Planning.

### **Collaboration & Community Relations:**

- Establish and maintain relationships with local agencies, community partners, and service providers to ensure families have access to comprehensive services.
- Coordinate with healthcare providers, schools, employment services, and legal resources to meet the diverse needs of families.
- Represent Thomas House at community collaboration meetings, events, and networking opportunities to build awareness and advocate for the needs of families at Thomas House.

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#### **ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Analytical - Collects and researches data; Uses intuition and experience to complement data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Coordinates projects; Communicates changes and progress; Manages project team activities.
- Customer Service - Manages difficult or emotional customer situations; Meets commitments.
- Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Visionary Leadership - Displays passion and optimism; Provides vision and inspiration to peers and subordinates.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Gives appropriate recognition to others.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.
- Motivation - Sets and achieves challenging goals.
- Planning/Organizing - Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

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- Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.
- Dependability - Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION, EXPERIENCE AND/OR LICENSES:**

- MSW Required
- Bilingual in Spanish Required

### **LANGUAGE SKILLS**

Must be bi-lingual Spanish/English. Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **COMPUTER SKILLS**

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To perform this job successfully, an individual should have knowledge of HMIS Database software; MS Office: Word, Excel, Power-Point, Publisher and Outlook. Demonstrate Email and Internet Competency.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Driver's license and proof of insurance

#### **OTHER QUALIFICATIONS, SKILLS AND ABILITIES**

Team player

Flexible

Organizational skills

Knowledge of budgeting/finances

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk and sit. The employee is occasionally required to use hands and fingers to handle and feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

#### **SUPERVISORY RESPONSIBILITIES:**

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Does this job have supervisory responsibilities? No      Yes:   X    
 Are there subordinate supervisors reporting to this job? No   X   Yes:      How many?       
 Are there employees reporting directly to this job? No   X   Yes:      How many?       
 What is the total number of employees who report both directly AND indirectly to this job? How many?     0    

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The environment is an indoor office environment reasonably clean, well-lit and ventilated. Generally, little or no probability of injury or health impairment due to physical hazards and the noise level is moderate with normal business office machines and light to moderate foot traffic.

**CONFIDENTIAL DATA:**

This position may be exposed to confidential information about the company, our customers and other employees on a regular basis. Disclosure of such information to any outside party in a business or social context can seriously impact the company and may jeopardize the relationship of trust we enjoy with our customers. Please refer to the Employee Handbook for additional guidelines regarding the protection of confidential data. **Management reserves the right to change this job description and standard ratings at any time according to business needs.**

\_\_\_\_\_  
 Employee Signature                      Employee Name                      (Print)                      Date

Approval Level	Name	Signature	Date
Chief Executive Officer	Shakoya Green Long		

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